

What is Telcare?

Telcare, 1-888-838-7890, is a toll-free medical advice line for veterans. It is a program of qualified professionals (registered nurse, pharmacist, social worker, patient advocate) who will speak to you directly to answer your health care questions 24 hours per day, 7 days per week (including weekends and holidays) throughout the VA Healthcare Network Upstate New York.

When possible, please call us before you go to the Emergency Department.



Telcare
1-888-838-7890

What can Telcare do?

- Assist you and your family members with questions and concerns about your health
- Advise the proper course of treatment based on the urgency of your symptoms using VA- approved clinical/health care guidelines
- Provide education regarding diseases and medications
- Clarify pre- and post-procedure treatment (or clinical procedure) instructions
- Clarify/explain inpatient hospitalization discharge instructions



Telcare Can Not:

- Give lab, x-ray or other special test results. Your provider will give you that information via phone or letter
- Schedule or cancel routine appointments
- Transfer calls to other hospital departments, inpatient rooms or your primary care provider
- Give out telephone extensions/numbers
- Request refills from the pharmacy
- Schedule specialty appointments (cardiology, orthopedics, audiology, etc.)
- Enroll patients into primary care
- Provide authorization for payment of services provided by non-VA facilities (including ambulance transportation)
- Provide or fax patient records to non-VA facilities



Frequently Asked Questions

How do I know my doctor will get the message I leave?

The Telcare staff notifies your provider of your call and what action has been taken. We can also let your provider know about questions that cannot be answered or problems that cannot be resolved. We do this by sending a progress note to your provider, which becomes a part of your medical record.

Why is the wait to speak to a nurse so long?

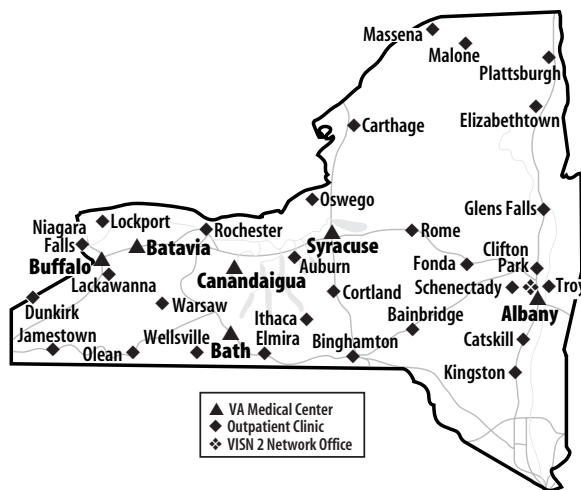
More than 12,000 veterans, their families and other health care providers call us each year. Our lines are very busy so please be patient. We **will** answer your call. If you are in the midst of an emergency, **HANG UP AND DIAL 911!**

Why should I call Telcare?

The Telcare staff may be able to take care of your problems over the phone. You may not need to make a trip to the Medical Center Emergency Department.

Medications, tests and special procedures can be frightening if you don't understand them. Call Telcare for further explanation -
WE CAN HELP.

Reaching Us Is Easy



Veterans Service Contact Center 1-888-823-9656

For information on eligibility, VA health care benefits, enrollment, or questions on your billing statement

Telcare 1-888-838-7890

For immediate medical advice any time any place

VA Health Care on the Web www.va.gov/visns/visn02

For reliable health information on the Web
www.myhealth.va.gov

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